

# Community Board News



Bernal Heights/Alemany/Holly Court  
Visitacion Valley/Sunnydale

San Francisco

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## BERNAL HEIGHTS REFERENCE

Community Board panelists hear many types of cases — all neighborhood-related. Here are examples of some issues that have recently gone to hearings.

### Neighborhood Hassles?

## Whatever Your Problem Think Community Boards



Neighbors for and those against the proposed Anderson St. facility voiced their opinions at two community meetings—one at Paul Revere Elementary School; the other at St. Kevin's Church. The gatherings were facilitated by a Bernal Heights Community Board panel.

### Bernal Panel Facilitates

## Proposed Sr. Halfway House Sparks Community Conflict

A Bernal Heights dispute over a halfway house for mentally ill senior citizens set a precedent for the neighborhood's Community Board Program. It was the first community-wide conflict brought to a panel hearing. Jeanne Angier, Jim Bourgart, Martin Harrington, Annie Trusty, Janet Veatch and Nancy White facilitated community meetings held July 27 at Paul Revere Elementary School and July 31 at St. Kevin's Church.

At issue was whether a halfway house for mentally ill senior citizens should be located on Anderson St., an R-1 zoned neighborhood of single-family dwellings. The proposed home would be the first of its kind in the United States.

Up to six residents, ages 65 to 80, would live at the house for as long as a year. People would be from the neighborhood and once they left the home would return to their families or an independent living situation. Right now, a CAB spokesperson said, there are no facilities in San Francisco for mentally ill seniors who are ambulatory. They usually are sent to large institutions outside the county or placed in nursing homes to recover.

#### Opposing Views

Proponents argued that a halfway house would

provide these people with a warm family environment.

Opponents said the house would bring more traffic to Anderson St. and that the home's hilltop location is unsafe for seniors, far removed from any central neighborhood activities. Privacy of the seniors and their neighbors would be threatened, they feared.

(See P. 8, Col. 1)

### Shoe on Other Foot

## Panelist Becomes CBP Disputant

As the CBP develops in Visitacion Valley, more panelists are being recruited from the ranks of former case participants. This development is not surprising, for who can better understand the value of the Program and the rewards of this kind of community service? The reverse situation where a panelist brings his or her own problem to the Community Board—did not occur until July when Rev. Jacob Moody, pastor of the Ridgeview United Methodist Church and a CB panelist, brought his complaint to CB staff.

Someone broke into the basement of the church—where a child care center is located—on four evenings in June and early July. Although they took only some fruit and a toy truck, the four broken windows inconvenienced and dismayed church leaders, who at one point considered installing an expensive alarm system. Fortunately, a neighbor had recognized one of the boys leaving the church and gave his name to Rev. Moody.

#### Children Involved

Rev. Moody investigated and discovered that five children from three families were involved: three boys, aged 8, 9, and 12; and two girls, 4 and 7, sisters of one of the boys. He told the families

that although the church did not want to call the police, it was unwilling to drop the matter and would therefore refer it to the Community Board. When he brought his information to staff members, Rev. Moody was jubilant: "You don't really appreciate the Community Board until you need it!"

(See P. 8, Col. 3)



The Rev. Jacob Moody

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## How Do You Handle A 7-Year Feud?

As she spoke of the latest incident, her voice rose sharply and tears welled up in her eyes. Anger, hurt, frustration combined to turn a minor problem—the next door neighbor's boy had thrown a baseball glove into her car antenna—into a deeply disturbing fight with the neighbors. It was the most recent chapter in a feud that stretched back almost seven years. And to her, sitting in her living room with her husband, retelling the story, it seemed that it would only get worse and go on forever.

As he explained, the problem was not only the fights themselves, or the noise, or what they considered attacks on their property. The worse problem was waiting for something to happen—knowing that it would—and not knowing what to do about it. The first few times there were problems, she tried to talk to the woman next door. But their relationship broke down. She and her husband thought it might be better to call the police with their complaints. This only made things worse. When he became a policeman himself, things didn't get any better.

### Police Recommend CBP

This last time, he had called the police again. The officers who came out made a stab at getting the neighbors to talk to each other face-to-face. It proved a dismal failure. One of the officers suggested the Community Board Program, hoping that it would produce better results. That's how we found ourselves sitting in the couple's living room, explaining why we thought we just might have better luck.

The policeman and his wife and their neighbors agreed to try it. The hearing itself was difficult. The two couples arrived early. As they sat waiting for the panel to begin, the silence between them was tense and awkward. Once the hearing started, emotions flowed. Each person talked of incident after incident with passion, frustration, anger and hurt. The panel listened intently, as did the neighbors. What emerged from all this was one clear fact. No one wanted the feud to continue.

### Problem Solved

Starting from that point, everyone worked together to figure out what to do. Next time there was an incident, rather than calling the police, the husbands would talk to each other directly and talk

(Turn to P. 5)

## Director's Column

By Raymond Shonholtz  
Program Director

The past few months have seen considerable activity in the dispute resolution field. A National Association for Dispute Resolution was formed to encourage communication between different resolution programs across the country. The National Conference of Christians and Jews recently hosted a one-day session for California dispute resolution programs at Stanford University. The meeting was well attended with participants sharing information about their programs and common concerns.

An increasing number of communities throughout the nation also are seeking information and assistance from the Community Board Program to develop a similar community-based effort in their neighborhoods. It is quite likely that over the next several months, people from different cities will attend panel hearings and discuss the CBP model with panelists.

Perhaps the most significant development, especially at the national level, is Sen. Edward Kennedy's Dispute Resolution Act (S. 957), which passed out of the Senate late in July. At the request of the House Subcommittee on Courts and Civil Liberties, I flew to Washington, D.C. (on the infamous "red-eye special") to present testimony on Kennedy's bill.

The subcommittee, chaired by Rep. Robert Kastenmeier (D-Wis.), was genuinely interested in the CBP model and in the fact that so many neighborhood people were voluntarily participating in the Program as panelists.

Citizen participation, the types of cases panels



were receiving, the nature of panel training and support for the Program from individuals, churches, community organizations and justice agencies, impressed the subcommittee. Its members commented on the importance of resident involvement at the community level in conflict resolution. The pioneering work of the CBP was wholeheartedly applauded.

The testimony also noted areas where the Kennedy legislation could be improved. Particular mention was given to locating dispute centers in neighborhoods and not courthouses; allowing the centers to handle criminal cases; requiring them to offer training to panelists and assuring that centers were adequately funded for at least four years.

Testimony was very well received. Any changes in legislation are likely to take place along lines consistent with it.

The Community Board Program is striving successfully to develop a model for a new neighborhood justice forum. As the House subcommittee's response indicated, there is genuine support for the effort we've undertaken.

## 5 Days, \$15,000, 20 People = Bent Antenna's Cost

*The following excerpt was taken from Guy Wright's "Thoughts to wring hands by," column which appeared in the August 1 issue of the San Francisco Examiner. It is not likely that the disputants were residents of Bernal Heights or Visitacion Valley/Sunnydale.*

Siegfried F. Neustadter, a math prof at S.F. State, was called to jury duty in Muni Court. The trial lasted five days, tying up 20

people, plus unseen secretaries, guards, etc. The professor estimates the cost at \$15,000. And what was the issue?

A man was accused of bending the antenna on his neighbor's car, which may have been blocking his driveway.

Not guilty, said the jury. A waste of time and money, added Prof. Neustadter.



Lupe Henrlquez, Bernal CBP staff member, and neighborhood resident discuss case.

## Case Resolved

## Quickly

## In 'Best Way

## Possible'

As head of his household, Mr. Rodriguez believed that a problem with one of his sons had to be resolved quickly and in the best way possible. His 14-year-old son, Juan, was a hard worker and good student, but both Mr. and Mrs. Rodriguez were worried about his staying out late at night.

Father and son argued about the problem but no lasting solution was found. Mr. Rodriguez worked hard all his life, owned a business and wanted Juan to take advantage of the educational and work opportunities open to him.

Worried that something might happen to his son in the streets at night, he sought advice from a policeman friend. The officer suggested that he contact the Community Board Program.

Mr. and Mrs. Rodriguez and Juan spoke to Community Board staff and agreed to attend a hearing. There, the parents expressed to bilingual panelists how worried they were waiting for their son to return home at night.

Juan explained that after working with his father all day and with many younger brothers and sisters around the house, he needed time away from home with his friends.

Through the questions and discussion with panelists, the parents and son reached an understanding of each other's needs and concerns. They agreed that Juan could stay out weekdays until 10 p.m. and weekends until midnight. Juan said he would stay with his family Wednesday evenings. And a long-term dispute was settled.

## Bernal Heights Needs New CBP Panelists

New Bernal Heights panelists will be trained by Community Board staff and consultants in late November and early December. New panel members serve one year and will join veteran panelists to hear and help resolve neighborhood disputes brought to Community Boards by Bernal neighbors, businesses and agencies.

To be a Community Board panelist, you must live in Bernal Heights and attend all training sessions. Panels must also represent the neighborhood's diverse population. Thus the Community Board Program intends to balance neighborhood panels for age, race and sex.

Latino, Filipino, Black, Asian, and Samoan residents are especially invited to serve. New Bernal panels also need youth members and people with bilingual skills. Because Community Board hearings involve all types of people, panelists must understand and relate to those who bring their conflicts to the panels.

Thirty hours of conflict resolution training will take place between November 28 and December 16. Instruction is scheduled for Tuesday evenings and two Saturdays.

Panelist trainees develop listening and mediation skills, learn to help resolve disputes without being judgemental and express community values. They also learn about the Community Board hearing process. Much of the training time is spent in role play practice sessions.

Skills learned in Community Board training are used by panelists in their personal lives and on the job. Most importantly, these new abilities let them serve and improve their neighborhood by helping others settle disputes.

For information on how you can be a panelist please phone the Bernal Heights office at 285-4688.



Prospective Community Board panelists undergo conflict resolution training. The small discussion groups help develop one-to-one listening skills.

### *In Español:*

El programa del Community Boards planea entrenar en un futuro próximo a residentes del área de Bernal Heights para que hagan las veces de panelistas. Las personas interesadas podrán servir como panelistas a la comunidad por el período de un año. Como panelistas podrán sentarse en los paneles del Community Boards para ayudar a la comunidad a resolver sus disputas y problemas. Lo único que se necesita para calificar como panelista es que la persona sea residente del área de Bernal Heights, que pueda asistir a todas las clases de entrenamiento ofrecidas por el programa y que sea mayor de 17 años. Siendo como es Bernal Heights una comunidad tan diversa, el Community Boards tiene el propósito de integrar a los paneles de manera que estos incluyan personas de diferente raza, edad y sexo.

Por esta razón latinos, filipinos, afro-americanos, asiáticos y samoanos residentes del área están especialmente invitados a recibir el entrenamiento y servir como panelistas. También se necesitan muchachos y muchachas entre los 17 y los 21 y personas bilingües. Las reuniones del

Community Boards envuelven todo tipo de gente y los panelistas deben ser personas que puedan comprender las necesidades de aquellos a quienes van a ayudar a resolver sus problemas.

Las personas interesadas en llegar a ser panelistas, recibirán 30 horas de entrenamiento entre Noviembre 28 y Diciembre 16. Las clases de entrenamiento probablemente tendrán lugar los martes en la noche y los sábados por el día. Los futuros panelistas serán entrenados en mediación y consejo, en como resolver un problema sin necesidad de juzgar a nadie, en como expresar ciertos principio y valores y en general como implementar este proceso con la audiencia.

Con seguridad por un tiempo largo podrán practicar lo que van a aprender. Aquellos que han recibido este tipo de entrenamiento han encontrado que lo que han aprendido en estas sesiones los ha ayudado tanto en el trabajo, como en sus vidas personales. Pero sobretodo y más importante es—que las nuevas facultades que han adquirido los han ayudado a servir y mejorar su comunidad, pudiendo ayudar a otras personas a resolver sus problemas mas eficientemente.

## Valley Panelists Discuss Fall Plans



Visitation Valley panelists—veteran and new—got together August 28 to discuss how they could become more involved in the neighborhood's Community Board Program and plan the coming year. They will play a larger role in such activities as case follow-up and planning Program events.

## Think Community Boards

[From P. 1]

resource" for the school: "First, it is in the neighborhood, and second, community people are well-suited to understand participants and to help solve their problems."

### Inventive Resolutions

Many resolutions reached at Community Board hearings are also inventive. For example, a landlord recently claimed that two tenants refused to move after legal notice was given. The tenants argued they had insufficient time to move, nor did they have money for a deposit and first month's rent on another apartment. The landlord explained that major renovations were scheduled and money would be lost if work did not begin on time.

Following panelist and participant discussion, a resolution was reached. The landlord agreed to lend the tenants money to help cover the deposit on a new apartment. Panel members offered to and did help the people find a new place to live. The tenants agreed to repay the loan in a specified period of time and move before the work on the building began. Both parties were glad they reached an agreement which met their needs.

### Seven Year Feud

When two neighboring families feud for seven years, they can end up feeling pretty hopeless about any end to their dispute. That's how it was with two couples in Visitation Valley.

One of them had settled into a rut of calling police every time the other couple's child did something they considered harassment. This usually added to the anger and frustration all around.

At a long and emotional hearing, panelists reviewed the history of complaint and counter-complaint. They helped the couples find a way to work through these minor incidents without phoning police. In a thank-you note to panelists, one of the participants said, "... this hearing and agreement have given us something to hope for."

# Spotlight: Bernal Heights Area II Panelists



Jeanne Angier

"I have a heightened sense of . . . responsibility."

"There is another way to do things," says Jeanne Angier, community college instructor and Bernal Heights panelist. "The neighborhood can solve its own problems. I think that Community Board panels can handle any type of case if people are really working together."

Since becoming a panelist, Jeanne has grown more sensitive to neighborhood attitudes and problems and has sharpened her listening skills. This greatly helps her as an instructor.

"I've found new ways of listening to and supporting my students," she said. "I'll tell them

less frequently what to do and how to do it. I've learned ways to get them to talk to each other rather than using me as a mediator. They discover they can solve their own problems."

Being involved in the Community Board Program, she believes, means to develop a new way of thinking. "I'm a panelist," she said. "I've been through training and have participated in hearings. I don't think anyone can go through all that and not develop new attitudes. I have a heightened sense of neighborhood responsibility."

"I feel very close to the neighborhood's kids."

Sheri Hunkin would like to see more young people on Bernal Heights Community Board panels. Many youth live in Bernal Heights, she observed, but not enough of them are panelists.

Sheri has lived in the neighborhood eight years and is out-going president of the youth group at the First Samoan Congregational Church of Christ. She's held the post since 1976.

"I feel very close to the neighborhood's kids," she said. "Community Boards can help them tremendously if they ever get into trouble."

She pointed out that if one of her friend's brothers or sisters broke the law, she would want

them to have a Community Board hearing instead of going to juvenile court. "Young people who participated in a hearing would feel more comfortable if they saw a youth on the panel."

Sheri would like to get to know her panelist colleagues better, but admits to shyness. "For me, being assertive in front of adults is difficult; it's something I'll have to work on," she said.

She said they all benefitted from the December panel training. Sheri learned to be more patient. "I also learned to sit down and listen." She wants to recruit more young panelists. "If you need any help getting youth volunteers, let me know."



Sheri Hunkin

"You can't go to court for problems like barking dogs . . ."



Ruth Faurett Nomura

"The most important thing about the Community Board Program here is that it's an important outlet for community disputes."

Ruth Faurett Nomura, a four-year Bernal resident, observed that the neighborhood needs a ventilation process and CBP hearings provide it.

"You can't go to court for problems like barking dogs and protruding fences," she said. "If these type of complaints are aired before they pile up, more serious incidents can be prevented later on."

Ruth recently chaired a landlord/tenant dispute hearing. The renters were about to be evicted from a house that the landlady had to have demolished

or pay a \$10,000 fine. The landlady finally agreed to lend her tenants the money to find a new apartment. The renters agreed to repay the interest-free sum in six months. Ruth was on the follow-up panelist team which helped them find another house.

"This happened after CBP's Bernal community meeting where panelists accepted more Program responsibility," she said. "The part I took taught me the importance of following up on our cases."

Ruth gets solid support from her colleagues. "There is much sharing on the panels and everyone carries an equal load."

"People have fears about living in a big city . . ."

"I would like to see the Community Board Program started in neighborhoods that are less community-oriented than Bernal," says panelist Kathi Smith. "The Program brings people together and would help any community know itself better."

Her experience as a management resource person in San Francisco has made Kathi aware that many people in the City have nowhere to go in their neighborhoods with problems.

"People have fears about living in a big city. Using and working for Community Boards makes the city a little less big and lets you know that

there are people on your block or in your neighborhood who care."

Kathi thinks that being a panelist presents great opportunities. "There is much diversity among the panelists," she said. "The training provides resources for panel members that are used in other parts of their lives."

Letting people know more about Community Boards and how to use them is something Kathi would like to do more of.

"I wish there were more people involved," she said. "It's a learning experience for everyone."



Kathi P. Smith

## What Is Area I? Area II? Area III?

Bernal neighbors! Have you wondered what people mean when they talk about Community Board panels from Areas I, II and III? How about when you read in the newsletter about Area I, II and III panelists? Ask no more. Here's the explanation:

Bernal Heights has three Community Board panels. Each one serves a specific neighborhood area. If a case originates in Area II, panelists representing that neighborhood section are responsible for hearing that dispute. **Area I** is bounded by Army on the North; Mission on the East; Coso Ave. and Bernal Heights Blvd. on the West, and Holladay Ave. on the South. **Area II** is bounded by Coso Ave. on the North; Bocana Ave. and Murray St. on the West; Mission St. on the East and Highway 280 on the South. **Area III** is bounded by Bernal Heights on the North; Bocana Ave.

and Murray St. on the East and Highway 280 along the South and West. Panelists serving each area are:

### Area I:

Jim Bourgart  
Lill Kruse  
Nellie Moore  
Sabira Scott  
Agnes Sua  
Janet Veatch  
Wayne Veatch  
Marla Zamora

### Area II:

Jeanne Angier  
Edna Henley  
Sheri Hunkin  
Wesley F. Leung  
Ruth Faurett Nomura  
Kathi P. Smith  
Annie Trusty

### Area III:

Leonel Basurto  
Max Belvis  
Lynn Childs  
Martin Harrington  
The Rev. Chuck Regal  
Nancy White

## Bernal Heights Area Map



# Old Friends Meet At Valley Hearing



Mary Moore

Community Board panelists in Visitacion Valley have discovered that one of the rewards of community service is meeting new and interesting people. In Cele Mayhew's case, an unexpected bonus was renewing friendships with people she hadn't seen for several years.

Part of Cele's bonus came in July when she met Mary Moore, her son's former nursery school teacher, at a Community Board hearing. Mary is now head teacher at the Ridgeview Child Care Center.

When asked about her reaction Cele said, "It gave me a feeling of being part of a close-knit family. I was very pleased to see her."

Mary also was happy about the reunion. "I always enjoyed my friendship with Cele," she said.

Cele also met another former acquaintance at a Community Board hearing—Jeannette Miller, her son's fourth grade teacher from Visitacion Valley Elementary School. "I was very surprised that she remembered me. It had been 12 years since I'd seen her," Cele said.

When asked what motivated her to become a Community Board Panelist, Cele answered, "I saw a flyer that had been circulated in our neighborhood six months earlier. But I didn't forget about it."

"My husband, Art, knew about Community Boards and asked me to go to a panel selection meeting. After that, I decided to become a panelist."

Both Cele and Mary Moore were asked how they felt about having the Community Board Program in their neighborhood.

"It's a positive thing but not enough people know about it," Cele said. "It's made a great contribution here. Many problems cause people to fight and Community Boards help relieve this."

Mary too was pleased with the Program. "I don't have any problems now, but I'm sure there are other people who can use Community Boards to their advantage," she said. When asked if she would prefer using a panel rather than police, she said, "With adults, it would depend on the nature of the crime; but with children I would definitely

prefer the Community Board Program. It's a personal thing. Community people deal with the kids and are more caring than police. It's good for the children to know there are adults in the neighborhood who care about their problems."



Cele Mayhew

## Seven Year Feud

(From P. 2)

together to the kids. By the end of the hearing, everyone felt very relieved.

Two days later the woman who had felt so frustrated a week earlier came to our office to deliver thank-you notes and cakes she had baked for all the panelists. She said in one of the notes, "We are proud of the Community Board and have a great deal of respect for the staff and the panel."

We are happy to know that there still exist in this world of ours concerned human beings."

Her husband was also very pleased with the process. As he said, "Talking to people face-to-face with a neutral third party, you have the feeling that someone else knows what you are going through. The other party becomes aware of it. We are. And another party is as well. This is what makes the whole thing work. As far as I'm concerned, this problem is pretty much settled."

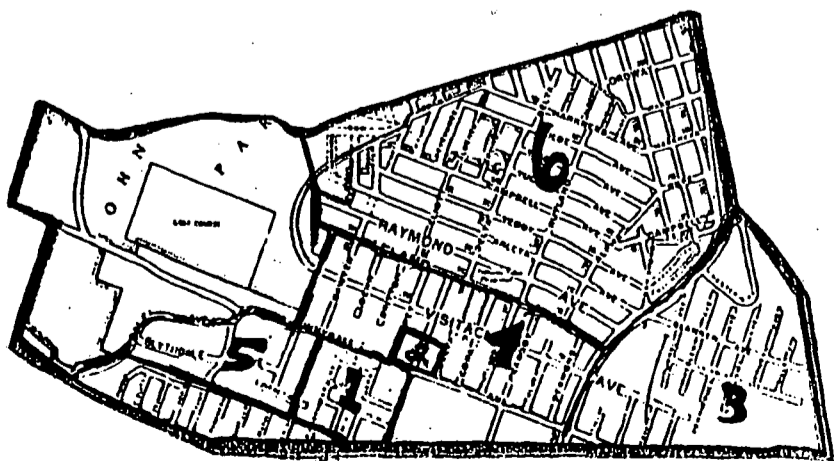
He added, "You know, it's too bad there isn't one of these programs in the area I work. I'd love to refer a lot of people to you when they call the police."

## Foundations Support CBP

The efforts of the Community Board Program are supported by private foundation grants from: The Field Foundation, the Ford Foundation, Foremost-McKesson Foundation, the Gerbode Foundation, Haas Fund, the Hancock Foundation, the Hewlett Foundation, Robert F. Kennedy Memorial Fund, the New World Foundation, Norman Foundation, Public Welfare Foundation, Rosenberg Foundation, The San Francisco Foundation, and the North Shore Unitarian Veatch Program.

## Valley Neighbors

## Wherever You Are There's A CBP Panelist



Community Board panelists live where you do. They're your neighbors in Visitacion Valley/Sunnydale and help resolve neighborhood disputes. Fifteen Community Board panelists serve Visitacion Valley and reside in six areas. They are:

1. **Geneva Terrace**  
Edithe Cotton  
Elater Collins
2. **Geneva Towers**  
Dorothy Dean
3. **Little Hollywood**  
Doug Wong
4. **Lower Valley**  
Barbara Flynn  
Hope Hauff  
Kay Hollingsworth  
Raymond Raymond
5. **Sunnydale**  
Marguerite Redmond  
Shirley Skovron
6. **Upper Valley**  
Dennis Kaplan  
Art and Cele Mayhew  
The Rev. Jacob Moody  
Betty Parshall

## Visitacion Valley CBP: 239-6100 Community Problems? Call Us.



Noisy neighbors? Landlord/tenant conflicts? Vandalism? Theft? Consumer Hassles? If any of these problems are getting you down, call the Visitacion Valley Community Board Program. We can help you solve them. Community Board staff, l-r, are: Ruby Williams, Paul Rupert, Ken Hawkins, Rita Adrian. We're at 161 Leland Ave. Phone 239-6100. Office hours are 9 to 5.

## Valley Panelists Use New Skills

The Community Board Program in November 1977 began training Visitacion Valley neighbors to be panel members. Since that time, panelists not only have developed their listening skills and problem-solving talents, but have acquired many other benefits because of their Community Board experiences.

Several panel members recently shared their observations about how their experience as CBP panelists has benefitted them.

Panelist Raymond Raymond said, "The training provided me with some very valuable social skills. Since being involved with Community Boards, I've become a better listener. I hear more clearly what people are saying. I'm also more aware of what they are feeling."

He continued, "I can understand and appreciate

that another person's opinion is as important and valid as my own."

Hope Hauff, who completed training in June, believes that her communication skills have developed considerably. Hope says she is communicating better with members of her family.

"By listening more closely, I am able to get a deeper understanding of what people are communicating to me. As a result of this, I tend not to be so judgemental in my attitudes, nor am I so quick to make snap judgement responses to people."

"Being a panelist is very challenging and rewarding," she added. Hope said that when people have problems with each other, they don't tend to communicate well. This tends to make matters worse. Hope is enthusiastic about being part of a program that helps resolve problems and allows people to communicate.

Dennis Kaplan, a panelist who first learned of Community Boards when he brought a case to a hearing early this year believes, "As a result of my experiences with the Community Board, I can listen to people who have views different from mine without feeling obligated to judge what was said."

"Nor do I have the need to prove that my viewpoint is right," he added. "I can appreciate the content of what people say."

"Being a panel member increased my ability to deal with problems as they arise."

Kay Hollingsworth, who has served as a panelist for nearly a year, appreciates the fact that she has a more objective view about people and their problems.

"I used to think that people were making too much of nothing when it came to their problems. Now I understand how seemingly harmless situations develop into large and complicated problems."

Cele Mayhew shares the other panelists' views about new skills. "I'm really pleased that I'm listening to people much more closely now. I'm learning to be more supportive of what I hear."

"Most of us are so involved with listening to ourselves that we often don't hear others. My experience with Community Boards has really opened up my ears."

All panelists agree that Community Board training and serving as panelists helped them grow as individuals. In many ways, being a panelist helped them to better serve their neighborhood. That is what Community Boards is all about.

## Youth and Jobs: Breaking Out Of Breaking In

The teen-age boy from Sunnydale spoke quietly with his head down. "Well, we were skitting around with nothing to do. One of the guys said, 'Hey, let's go over to McLaren School.' Next thing I knew, we'd broken a window and I thought it would be fun to go in and see what the school was like when no one was there." Or another youngster a month later saying of a children's center break-in: "We didn't break in or take nothing. We were just hanging around near the place and when we saw those other guys running out with stuff, we went into the center to see what was happening." And each month different young people tell the same kind of story to the panels, and many more tell their version to the police and juvenile courts.

"Just hanging around," "time on our hands," "nothing constructive to do": these words have come out again and again in Community Board hearings. As part of resolution, the parties involved often agree that the young people should do some community work as a way of paying back the neighborhood for what they've done.

### Preventive Medicine

But what about work as a way of preventing incidents like this in the first place? The Reverend Jim Pittman, minister of the Valley Baptist Church and member of the Visitacion Valley Program, believes strongly that the summer jobs helped prevent juvenile crime and he responded, "These summer jobs have a great, great effect. We're dealing with a lot of 14 and 15-year-olds with time on their hands. With nothing else to do, a lot of these youth would have a tendency to get drawn into other stuff, into less constructive things."

He continued, "This summer we had 238 kids working four hours a day for ten weeks. This experience was positive for the kids in a number of ways. First, they had a responsibility to orient their activities around. This opportunity is good for them personally. Secondly, they were earning money. Not a large amount, but enough to do some things they want to. This helps take pressure off the tendency to do other things for money, like snatching purses. It also helps out families in the neighborhood because the kids use the money to supplement the family income. This tends to cut down some of the tensions in the home, and strengthens the ties between the kids and their parents. At the awards banquet we just had, many parents expressed pride in their kids having worked. The kids feel more self-respect too."

"Finally, the training they get—getting to a job on time, having a positive attitude, relating to the team counselors—is the basis for future employment. And this is important for kids who don't always see a lot of opportunities for themselves."

### Year-Round Program

Just as he is convinced that the summer jobs program helps prevent problems with youth, Rev. Pittman sees the need for expanding the idea to deal with demands that extend beyond the summer. He told us frankly, "We haven't touched the possibilities yet. There's a real need for a year-round program, of which the summer program would be only a part. And although there would be problems with numbers and finding job sites, it might be good to have younger kids as well."

If Rev. Pittman is right in his reading of the problem, then an expanded program would be a boon for everyone in the Valley.

**CBP  
Wants  
Your  
Living Room!!!**

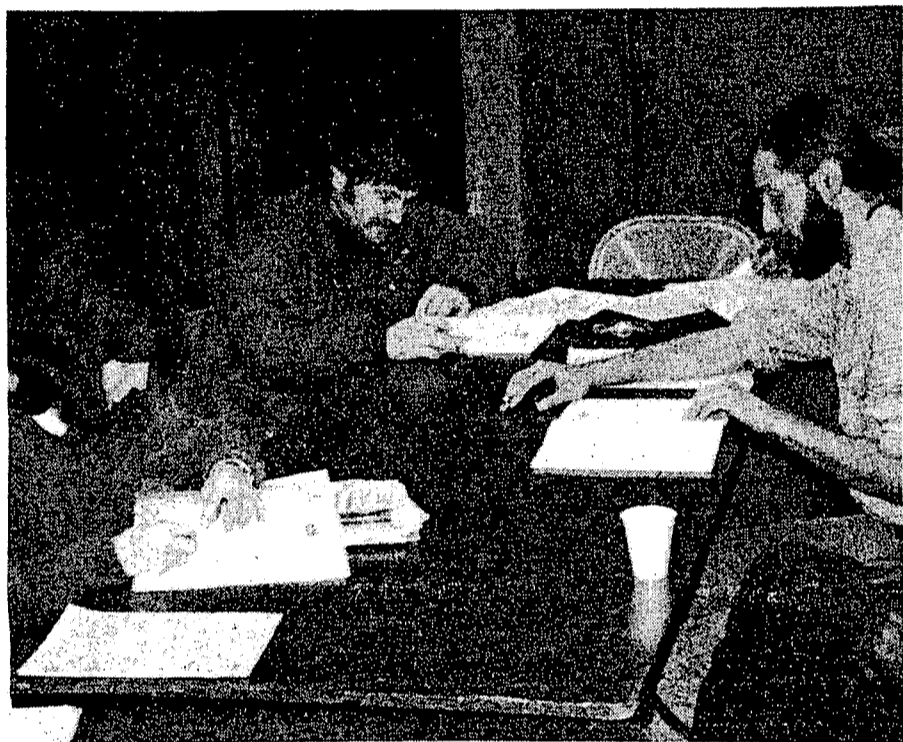
One of the best ways to find out about Community Boards in your neighborhood is to HOLD A HOUSEMEETING. In Bernal Heights and Visitacion Valley/Sunnydale, you can get together a few friends and neighbors; then invite us over. We're planning a fall slide show and will answer any questions people have about the Program. It's a great way to learn more about being a panelist. You can also find out about how neighborhood cases are referred and hearings set up. Hold a housemeeting. For more information call: Bernal Heights CBP: 285-4688 or Visitacion Valley/Sunnydale CBP: 239-6100.

**Use Your  
Community Board  
Panels!!!**

# Valley, Bernal CBP Panelists Take On New Volunteer Tasks



*Visitacion Valley panelists will involve themselves more this fall in developing CBP.*



*Bernal Heights panelists met in June to decide how they could take a more active role in the Program.*

New Community Board Program responsibilities were recently taken on by Bernal Heights and Visitacion Valley/Sunnydale panelists. At a series of community meetings in both neighborhoods this summer, panelists decided to take a more active role in developing cases and following up on resolutions, training future panelists, doing public relations and outreach work.

"People who have worked with the Program now feel more of a commitment to it," said Jim Bourgart, a Bernal Heights panelist. "I'd like to contact people who refer cases and follow up on the ones I hear."

"I also want to see new faces on the panels next year; with new people, we'll have a change of perspective and more neighborhood involvement."

Even though neighborhood people are taking on new Program roles, Lynn Childs still thinks there should be a strong staff base. "There should be some base of authority," she said. "I see panelists doing things like talking to people, taking an objective role."

"All the neighbors in Bernal Heights should have the chance to participate," said Annie Trusty. "If they can't find anyone to replace me this year, I'll do the best I can; but it will be better for the community if more people become involved."

Sheri Hunkin is interested in recruiting more youth for the Bernal Heights panels. "I can help recruit young people for Community Board panels. We need more youth participation because many of the cases involve young people."

## Valley Panelists

Visitacion Valley panelists also will take a more active role in case follow-up and plan community events to let their neighbors know more about CBP.

Kay Hollingsworth, who already has done outreach work and case follow-up, is impressed with the way people follow through on the resolutions. "It's quite impressive the way people pay attention to CBP here," she said. "The response is very encouraging."

According to Rita Adrian, a Community Board staff member, Visitacion Valley residents think their neighborhood panels are quite necessary. But most panelists, she says, "punch the clock" and the time they devote to the Program is quite precious.

Art Mayhew, a Valley resident, was elected at an August 28 CBP meeting to serve one year on the Program's board of directors. Other Valley panelists will become actively involved in planning a fall event and following up on cases they hear.

## "Community Board" en Bernal Heights

El Programa del "Community Board" ha establecido tres paneles, compuestos de residentes del area que han sido entrenados en técnicas de mediación, con el propósito de ayudar a la gente de esta comunidad a resolver sus problemas y oír sus quejas. Muchos de estos problemas pueden ser resueltos dentro de la comunidad sin necesidad de involucrar a la policia o abogados.

Ya se estan oyendo casos en Español!! Actualmente se ha formado un panel compuesto de Latinos bilingües, residentes del area, para poder asistir a la comunidad Latina y así evitar confusiones desido al Inglés.

Si quisiera informarse más a cerca de este programa por favor llame al 285-4688 o venga a nuestra oficina en la avenida Cortland numero 907. Use su "Community Board!"

## Bernal Heights CBP: 285-4688 We're Here To Help You



Want to know more about Community Boards in Bernal Heights? If you belong to a block club, church group, or neighborhood organization or if you want to host a HOUSEMEETING for neighbors, we'd like to talk with you. Bernal Heights staff, l-r, are: Bruce Thomas, Teresa Kennett, Terry Amsler, and Lupe Henriquez. Call or visit for more information or if you want to refer a case. We're at 907 Cortland Ave. between Folsom and Gates. Phone 285-4688. Office hours are 9 to 5.

# Un Caso Familiar

Un honesto padre de familia, El señor Rodriguez, consideraba que en su casa existía un problema que debía ser resuelto pronto y de la mejor forma. Se trataba de uno de sus hijos, el segundo. Juan de catorce años de edad es en honor a la verdad un buen muchacho, aplicado y trabajador, pero le gusta salir todas las tardes hasta altas horas de la noche. Esto preocupaba enormemente a los señores Rodriguez. Padre e hijo discutían y peleaban mas no llegaban a ningun acuerdo.

El señor Rodriguez tiene su negocio y Juan trabaja con el y dice que a él le ha costado mucho sacrificio llegar a lo que ha llegado hoy día y quisiera que sus hijos ya que tienen la oportunidad de poder estudiar que no tuvo él, saquen el mayor provecho de su tiempo, para que el día de mañana puedan vivir una vida feliz y más estable. El señor Rodriguez temiendo que a su hijo le pasara algo, fue a consultar este asunto con un amigo policia y este lo refirió al "Community Boards."

Al cabo de las dos semanas después que El señor Rodriguez nos habló de su problema, los panelistas del Community Boards de Bernal

Heights entre ellos unos cuantos bilingües. Juan, los señores Rodriguez y trabajadores de Community Boards se reunieron en uno de los centros de Bernal Heights para tratar este caso. En la reunion los señores Rodriguez expresaron el deso de poder compartir con su hijo más tiempo y la angustia que era para ellos esperar por su hijo todas las noches sin saber a que hora este vendría. Por otro lado Juan decía que en su casa el no tenía privacidad, pues sus hermanos pequeños se la pasaban correteando de un lado para otro y que también el trabajaba con su padre todos los días de nueve a cinco y que necesitaba ratos libres con sus amigos.

Al final el acuerdo a que se llegó fue que Juan podría salir entre semana hasta las diez de la noche y los fines de semana hasta las doce, más el miercoles se quedaría con sus Padres en la casa. Con la ayuda de los panelistas, Padre e Hijo llegaron a entenderse mejor y a comprender los motivos que impulsaban a cada uno a actuar de diferente manera. (Los nombres mencionados en este artículo, son figurados, cualquier semejanza es pura coincidencia.)



Lupe Henriquez, miembro del Community Board, discute el caso con la familia.

## Bernal CBP Helps Smooth Anderson St./CAB Dispute

(From P. 1)

Opposing groups—neighborhood residents, the Southeast Mental Health District's Community Advisory Board (CAB) and the Progress Foundation, a nonprofit agency contracted by CAB to find and operate the house—agreed to have a Community Board panel facilitate neighborhood meetings on the issue.

### Structure Provided

Many people observed that one of the most positive contributions made by the panel was that it provided a structure for the meetings.

"The important thing in gatherings where people have many different concerns is that a structure is needed to operate," noted Christine Axelrod, a Bernal CAB representative. "The Community Board panel provided that structure so people who had something to say could devote their energies to talking and listening."

Audry O'Gilvie, an Anderson St. resident, agreed. "I went to the meetings to say what was on my mind and the panel let everyone be heard," she said. "I'm worried about patient changeover every few months. You would always have strangers in the house."

Steve Fields, the Progress Foundation's executive director, viewed the community meetings differently. "I'm not sure the Community Board process lent itself to this issue's frustrations. But I don't think any other process would have let issues be aired as well as they were."

"I expected CAB to make a decision about the house that night, but they had to hold another meeting August 14," he continued. "More could have been accomplished if the neighbors had negotiable concerns, but how do you negotiate feelings? You can't."

"The Community Board process should be modified for community issues," Fields concluded.

### Less Talk, More Action

Joyce Ardo, an Ellsworth St. resident opposed to the Anderson St. location, wanted less talk and more action.

"The panel maintained order in a situation where chaos could have erupted, but too many people were allowed to participate in something that should have been boiled down to a few key points," she said. "As a result of hashing and rehashing problems, no decisions were made." She would have favored more dialogue between the Progress Foundation and the opposition.

A decision on the issue also was sought by Claude Everhart, CAB's southeast district coordinator. "I was disappointed that after nine hours of community meetings, nothing concrete was decided. The second meeting should have been geared toward some kind of resolution."

Jim Bourgart, a CBP panelist who chaired the July 27 meeting, thought the sessions brought out many complex issues. "Being objective was very important in this case, and we had enough confidence to control the situation."

A new and very significant area may have been opened to Community Board panels as a result of the Anderson St. controversy. "In this case, a community dispute instead of an individual one. was aired," said Ray Shonholtz, the Program's executive director. "These hearings provided important lessons on how to effectively use the Community Board process for similar types of disputes."

"I can see that if they involve a great many people, we will have to change the process to afford effective participation for those involved."

**Note:** The Anderson St. halfway house was approved by the CAB on August 14.

## Rev. Jacob Moody Is CBP Disputant

(From P. 1)

After participating in the hearing, Rev. Moody offered some thoughtful comments about the experience: "It's an unusual position to be in. After going through the training and being a panelist, you're there for real—which means you're in a position of power in relation to the other party. Knowing the process and knowing the panelists makes you more powerful; but contrary to what I thought, my greater knowledge initially inhibited my responses and influenced the way I said some things."

He also admitted to feeling some "anxiety and frustration" at finding himself on the other side of the table, sometimes "second-guessing" the panelists as he wondered why they asked a certain question or didn't ask an "obvious" one. "This," he believes, "would happen to any panelist," but eventually, he was able to "let go" of his anxiety. "You know the process, but you can't structure it. You have to go with the way it's unfolding here with these people."

### Unexpected Insight

An unexpected insight was that "you really find out how unclear you—like anyone else—can be about the facts of a matter." This discovery will help him understand participants better in future hearings.

According to Rev. Moody, the resolution—which provided for apologies to church members work at the church, and counseling for one of the families—is both "different and better" than the outcome of a Juvenile Court hearing. "Kids today don't understand what community means. What participation in a Community Board hearing says to kids is 'Your neighborhood—your community—is holding you accountable for your behavior.'"



## Atencion !!!

Atención Latinos!! tu comunidad en Bernal Heights necesita más latinos bilingües de 18 años en adelante que deseen sentarse en los paneles del Community Board de manera de ayudar resolver disputas y otros problemas en la comunidad.

También necesitamos tu ayuda para dar a conocer el programa entre otros vecinos y amigos y una forma de hacerlo es dando una Reunion en tu casa. Llámanos y si estas interesado nosotros te ayudamos o organizar la Reunion.



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